

FIG. 1

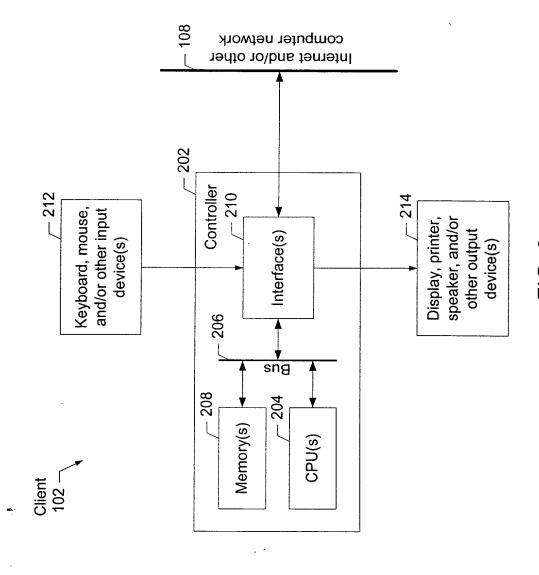
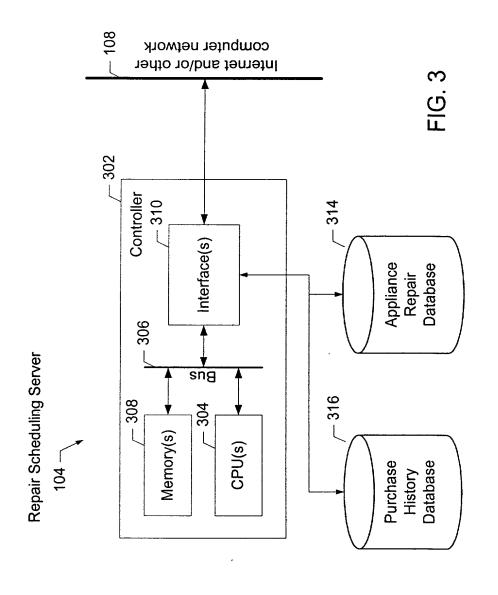
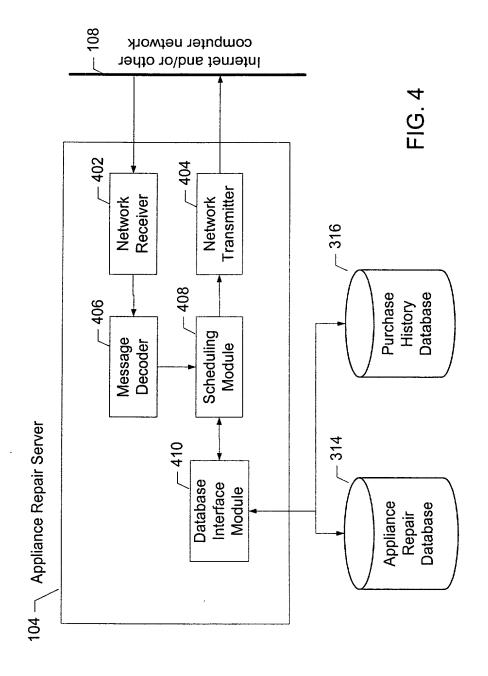


FIG. 2





Client 102

Repair Scheduling

Server 104

FIG. 6

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E III	To Schedule Repair Service or Preventive Maintenance	Follow these steps to sched appointment.	Step 1; Please enter information about the item you want serviced.	Step 2: Review information and select a date for service.	Step 3: Enter enter your name, address and directions to your home.	That's It!! You will receive a call before 9:00 AM on the day scheduled to confirm an approximate time that our service technician will arrive.	If you need to cancel, re-schedule, or check status on service you have already placed, <u>click here</u> .	Having trouble? <u>Please See Out Help Page</u> , or click the 陆河 icons for specific field help	P ONE PLEASE TELL OF ALCOUT YOUR P			ॼ.		
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FIG. 8

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Having trouble? Please See O	Having trouble? <u>Please See Our Help Page</u> , or click the LL icons for specific field help
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Items in bold must	rust be filled in.
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Brand: Sel	Select Brand 🔻 🗀
Purchased Yes	
Model For a	For assistance, use our
Is item . under a	
Sears Warranty	
Maintenance Agreement?	
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problem Plea with your Prev item?	Please indicate if you would like to schedule a Preventive Maintenance Check.
Zip Code:	
PartsDirect	GO BACK CLEAR FORM NEXT STEP
Questions or Comments	Questions or Comments, please contact our <u>Webmaster.</u>
\$2000 Sears, Roebuck and Co-View our Terms and Conditions,	\$2000 Sear, Roeduck and Co. Satisfacion guaranteed at your maney back. View our Tames and Conditions, Privacy Policy, and Childran's Privacy Policy.
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FIG. 9

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Having trouble? Please	Having trouble? <u>Please See Our Help Page</u> , or chek the Lad 100ns for specific field help	
SYSP ONE PLEA	PLEASE TELL US AROUT YOUR PRODUCT	
Items in bold must	old must be filled in.	
Item:	Select Merchandise Item	
Brand:	Select Merchandise Item Air Conditioner, Central	
Purchased	Air Conditioner, Window/Room ,	
at Sears?	Boller Off	
 Model	Cooley, Evaporative or Swamp Dehumiditier	
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Is item	Dryer, Gas Freezer	
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 with your	Preventive Maintenance Check.	
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FIG. 10

FIG. 11

FIG. 12

FIG. 13

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Most mo	del number	Most model numbers should reflect the following numbering scheme.	bering scheme.
Product	May proceed or	Example Model Numbers	Further Conventions
	.A.		
Cooktop	¥	AK2H30/P113546N	
Dehumidifier	ठ	DK30	
Dishwasher	oc Sc Sc Sc	DWA22AB/P1318601W ADU7000DWW//P1307508UD	
Dryer	д 8.	LE71001LB/PLEU101LB	An 'E' in one of the first three positions indicates the dryer is electric, a 'G' that it is gas-driven,
Freezer	ESU	ESU12JW/P1179615W	
Microwave	ÓΕΣα	M84T	
Range	ασ	AĠS730L/P1141258NL	-
Refrigerator	⊢மல	T TX18MP7858516W BB S	, .

FIG. 14

Having trouble? Please	Having trouble? <u>Please See Our Help Page</u> , or click the Lad icons for specific field help
STEP ONE PLEA	PLEASE TELL US ABOUT YOUR PRODUCT
<u> </u>	ld must be filled in.
Item:	Dishwasher 💌 💌
Brand:	Amana
Purchased at Sears?	Yes 🔻
Model Number:	DWA22AB/P1318601W For assistance, use our model number: finder:
Is item ounder a Sears Warranty	No Coverage
or Maintenance Agreement?	
What seems to be the problem with your item?	Leaking from the bottom Please indicate if you would like to schedule a Preventive Maintenance Check.
Zip Code:	<u> </u>
PartsDirect	OD BACK CLEAR FORM NEXT STEP
Questions or Comn	Questions or Comments, please contact our <u>Webmaster.</u>
©2000 Serre,	\$2000 Sear, Robuck and Co. Saisfactin guarateed or your money back. View our Lones and Conditions, Previor Policy, and Children's Frivey, Policy.
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FIG. 15

Internet 以 10.000 any additional service, other than the Preventive Maintenance Check, our technician will review the additional repair cost with you before any work is done. If you decline to have the additional service completed, you will only be charged for the Preventive Maintenance. You will receive a call before 9:00 AM on the day you schedule below to confirm an approximate time that our service technician will 1-800-4-MY-HOME® For Preventive Maintenance Checks: Should your appliance require HomeCentral SEAMS Having trouble? Please See Out Help Page or chek the Lacons for specific field help PLEASE TELL US ABOUT YOUR DESINED DATE For Repair Service: Our techniclen will review the repair costs with you before any work is done. If you decide not to have the unit repaired the charge will be \$60.00. Sears: Appliance Repair Request - Microsoft Internet Explorer L ٠ ز Ĺ Ĺ C C Wednesday, January 31, 2001 Items in bold must be filled in. Item to be repaired: Amana Dishwasher Thursday, February 1, 2001 Tuesday, January 30, 2001 Saturday, February 3, 2001 Monday, January 29, 2001 Monday, February 5, 2001 Friday, February 2, 2001 Date 📋 Zip Code: 60067 STEP TWO a Done

FIG. 16

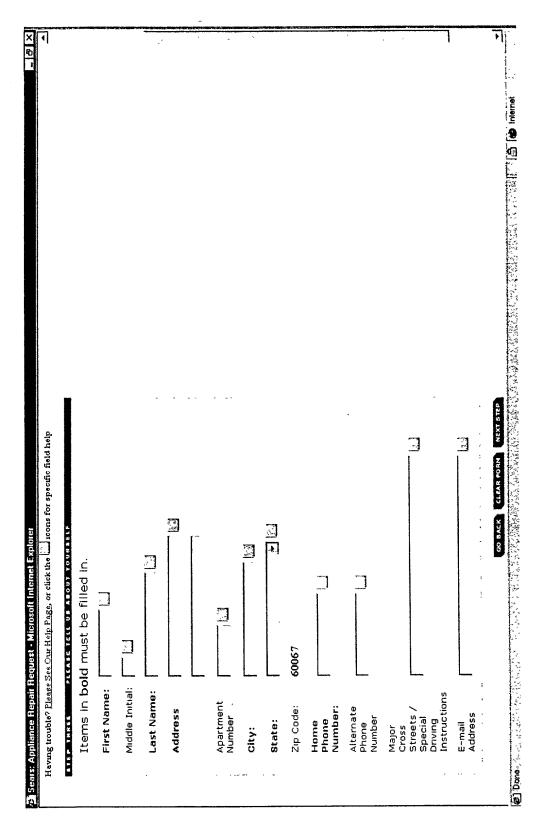


FIG. 17

ग - 69 × You will then be presented a confirmation that service has been scheduled and, if you elect, you will receive an $\overline{\text{E-mail}}$ confirming your request. GO BACK (For each step, certain information must be supplied for us to set up your service call. These are marked "mandatory." There are also some information, marked "optional." This information will allow our service technicians to provide better and faster service as they repair your 1-800-4-MY-HOME® HomeCentral SEARS This online service is available to all United States residents. As of this time, we cannot accept requests for services outside of the United Step 3: Enter your name, address and directions to your home. To schedule repair service, there are three easy steps that must be performed. <u>Step 1:</u> Enter information about the item you want serviced. Step 2: Review information and select a date for service. Scheduling repair service online is easy with Sears HomeCentral. Our 14,000 repair specialists guarantee to fix your appliance right. Appliance Repair Online 🐴 Sears: Appliance Repair Request - Microsoft Internet Explorer **Help Page** View Service Order Status Re-schedule Service Order Cancel Service Order product.) States.

FIG. 18

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ग internet Please Select a Date (Mandatory) - This box contains up to the next seven available dates which are dependent on technician availability. For Emergency service, please call 1-800-4MY-HOME (1-GO BACK 800-469-4663). If you desire service on a date after the last day presented, please call 1-800-4MY-HOME (1-800-469-4663) or visit our site approximately one week in advance of the day you desire. This information is used to give the technician a quick explanation as to what is wrong with the appliance. Some examples may be: Once you review the minimum charge information, select the date that is most convenient for you so that we may continue processing your What seems to be the problem with your product? (Mandatory) **preferred Service Time** (Optional) - To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes. **Zip Code** (Mandatory) - This information is used to properly route your service request. Enter your five digit zip code where the appliance is located. During step two (Page two) you will be presented the minimum charges and available dates that we may provide service on. Once you have filled out the mandatory fields you may click one of the Next Step - Allows us to retrieve minimum charges and available Clear Form - Clears all entries back to default values Step 2: Review Charges and Dates Information Appliance Repair Request - Microsoft Internet Explorer Gasket around left door is torn. two buttons at the bottom to proceed. Leaking from the bottom. Doesn't get cold enough. dates information for you. request.

FIG. 20

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🐴 Sears: Appliance Repair Request • Microsoft Internet Explorer	Preferred Service Time (Optional) – To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes. Any Time – Any time within 7:00 AM to 7:00 PM. Morning – From 7:00 AM until 1:00 PM.	The repair specialist will call you prior to 9 AM, on the day you have selected, to schedule a more exact time.	After you have made your selections, please click one of the two buttons below to continue	Next Step - Will continue to a customer information page.	Decline Service - If for any reason you choose not to schedule service, this button will end your request. No customer specific information pertaining to the fields entered will be maintained.	GO BACK	Step 3: Enter Customer Information The final step allows you to enter your name, address and directions so we may process your request. This page contains:	First Name (Mandatory) - Enter your first name in this field. If your name is longer than 11 characters, please enter the first 11 characters.	Middle Initial (Optional) – This field may contain a one character middle initial.	Last Name (Mandatory) - Enter your last name in this field. If your name is longer than 18 characters, please enter the first 18 characters.	Street Address (Mandatory) - This field is the address where the appliance to be repaired is located. Generally the format is:

FIG. 21

TI. × @ -THE PROPERTY OF THE PROPERTY O City (Mandatory) - Enter the city which corresponds to the zip code E-mail Address - If you would like an E-mail sent to you confirming your request was made, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com. Phone Number (Mandatory) - This 10 digit field is your primary phone. We reference all fulling correspondence through this number. Alternate Phone Number - If you have an alternate phone number where you can be contacted, please enter this optional 10 digit **Cross Streets** - This provides our technicians with driving directions. If you live on a Rural Route, this mandatory field must be entered with the closest cross street. If you do not live on a rural route this field is optional. After you have made your selections, please click one of the two buttons below to continue. Apartment Number - If you live in an apartment please enter the apartment number, otherwise, leave blank. **State** (Mandatory) - Select from the drop down list the state that corresponds to the $\underline{z_0}$ $\underline{c_0}$ de entered in step one. Street Address (Mandatory) - This field is the address where the appliance to be repaired is located. Generally the format is: Zip Code - This label is the information you entered in step_1. Next Step - Will continue to present a recap screen. o We cannot electronically accept extensions. o We cannot electronically accept extensions. o We cannot accept requests for PO boxes. 🚰 Sears: Appliance Repair Request • Microsoft Internet Explorer o The format is: (123) 456-7890 o The format is: (123) 456-7890 o 1234 Anywhere Avenue entered in step one. phone number. -

FIG. 22

	Notification Screens Unfortunately, due to several conditions it may not be possible for us to complete your appliance repair request. In this event you will be presented a screen informing you of this and a message to call our toll free number
	GO BACK
	After you have submitted your request, we will schedule the service for you. After successful scheduling, you will be presented with a screen to confirm this has been completed. If after receiving this screen you have any further questions or to modify the request, please call 1.800-469-4663. When calling, please use the primary phone number you entered so we may reference your specific request as quickly as possible.
	The forested which is the street management of the forest the forest the forest three the forest three
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	Modify Request - returns you to <u>Step 1,</u> so that you may modify any information you entered.
	Submit Request – Allows us to schedule service for you. This may take a few moments.
	Recap Screen This screen is used to allow you to confirm the information you entered as correct. After you have reviewed the information please click one of the two buttons below to continue.
	GO BACK
	Clear Form - Clears all entries back to default values.
X B C	Next Step - Will continue to present a recap screen.

FIG. 23

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ears: Appliance Repair Request - Microsoft Internet Explorer	Notification Screens Unfortunately, due to several conditions it may not be possible for us to complete your appliance repair request. In this event you will be presented a screen informing you of this and a message to call our toll fier number for further assistance.		View Service Order Status To view the status of a service order, enter your Home Phone number and your Zip Code. Enter the service order number if you have one for the scheduled service you wish to view. All service orders that you have pending will be displayed if no service order number is provided.	Phone Number (Mandatory) - This 10 digit field is your primary phone. We reference all <u>future correspondence</u> through this number.	 The format is: (123) 456-7890 We cannot electronically accepted 	Zip Code (Mandatory) - This information is used to properly route your service request. Enter your five digit zip code where the appliance is located.	Service Order Number - This will help determine the exact service order that you wish to view, please enter the number if you have multiple service orders pending. Only service orders scheduled via the web will have a service order number.		, ;	Cancel Service Order Coancel a service order, enter your Home Phone number and your Zip Code. Enter the service order number if you have one for the scheduled service you wish to cancel. You will also be asked for the reason you wish to cancel and your E-mail address.
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FIG. 24

🚰 Sears: Appliance Repair Request • Microsoft Internet Explor

for the service order.

If your service order has been successfully re-scheduled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. Service Orders cannot be re-scheduled the day before it is scheduled.

Re-schedule Reason (Mandatory) - Enter the reason you are rescheduling the service order. E-mail Address - If you would like an E-mail sent to you confirming the re-scheduling was successfully completed, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a negative analysals, accepted formating formating supposes.

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	GO BACK
	Further Service If you would like to speak to one of our operators to assist you, please call our 24 hour, 7 day a week toll free number at 1-800-4MY-HOME (1-800-4663).
	AND THE RESERVE OF THE PROPERTY OF THE PROPERT
	E-mail Address - If you would like an E-mail sent to you confirming the re-scheduling was successfully completed, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.
	Re-schedule Reason (Mandatory) - Enter the reason you are re- scheduling the service order.
	If your service order has been successfully re-scheduled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. Service Orders cannot be re-scheduled the day before it is scheduled.
	Re-schedule Service Order To re-schedule a service order, enter your Home phone number and your zip code. Enter the service order number if you have one for the scheduled service you wish to re-schedule. You will be asked for the reason you wish to re-schedule, your E-mail address, and to choose the new date and time for the service order.
	CO BACK
X 6 "	

FIG. 26